



Department of
Medicaid

Stage 2 – Member Eligibility Verification

Provider Journey Maps
September 2022

Stage 2 – Member Eligibility Verification | Overview

Purpose and Considerations

- Purpose
 - » Instruct providers on how to verify member eligibility via the Ohio Medicaid Enterprise System (OMES) Provider Network Management (PNM) Module
- Considerations
 - » Providers must have OH|ID credentials (username and password)
 - » The PNM Module uses the term “Recipient” in place of “Member.” Where “Recipient” is referenced, this refers to the Member
 - » Applies to Managed Care, Fee-for-Service (FFS), and MyCare eligibility verification

Stage 2 – Member Eligibility Verification | Overview (cont.)

Purpose and Considerations

- Common Acronyms
 - » IOP – Innovate Ohio Platform
 - » MCE – Managed Care Entity
 - » MITS – Medicaid Information Technology System
 - » PNM – Provider Network Management
- Resources
 - » For detailed step-by-step instructions, please utilize the User Guides available at <https://ohiopnm.myabsorb.com/>.
 - Users will need an enrollment key to create an account and access training guides. These enrollment keys will be part of the communication sent out by ODM when the Learning Management System is open for enrollment

Member Eligibility Verification

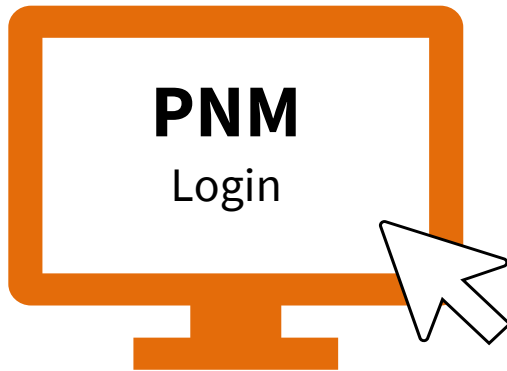
Stage 2 – October 1, 2022

Member Eligibility Verification

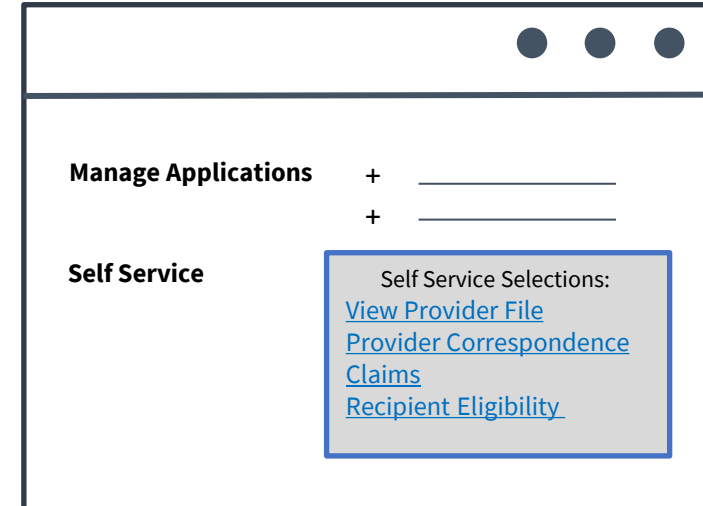
Stage 2

WHO: Ohio Medicaid Providers

WHEN: Process effective with Stage 2 – October 1, 2022 of the Next Generation Program



1. Navigate to the *[Provider Network Management \(PNM\) Module](#) and log in using your OH | ID credentials (username and password).



2. Using the “Self Service” table on the Provider Management Home Page, select “Recipient Eligibility.” *You will be routed to the MITS Portal to complete your eligibility search.*



*This link will be available on 10/1/2022.

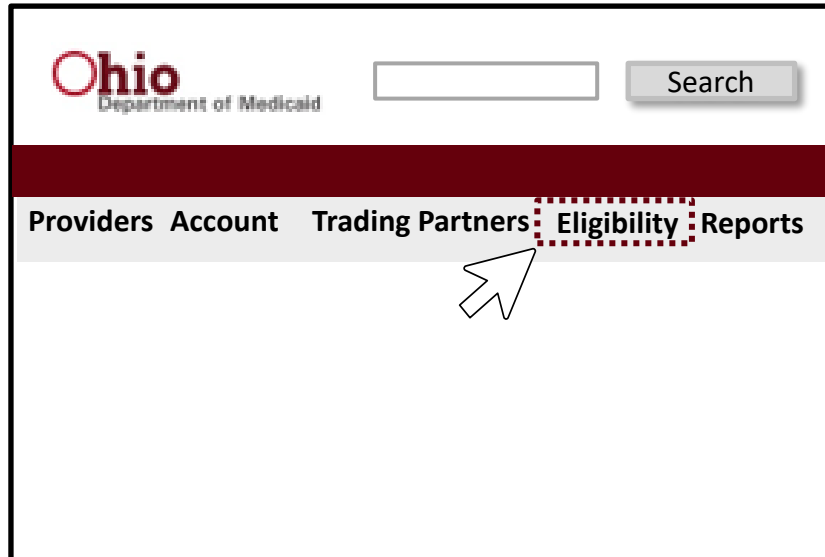
Continue to next slide



Checking Member Eligibility: Routed to MITS

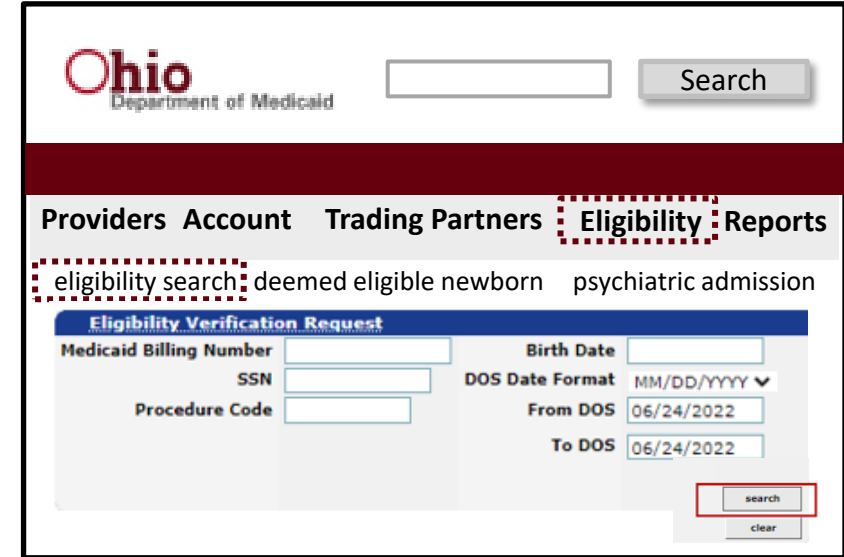
Stage 2

WHO: Ohio Medicaid Providers
WHEN: Process effective with Stage 2 – October 1, 2022 of the Next Generation Program



The screenshot shows the top of the MITS Provider Portal. At the top left is the Ohio Department of Medicaid logo. To its right is a search bar with a 'Search' button. Below this is a dark red horizontal bar. Underneath the red bar is a light gray navigation bar with the following links: Providers, Account, Trading Partners, Eligibility, and Reports. The 'Eligibility' link is highlighted with a red dashed rectangular box, and a white mouse cursor arrow is pointing at it.

3. Once in the MITS Provider Portal, select the “Eligibility” option in the top menu bar.



This screenshot shows the portal after selecting 'Eligibility'. The 'Eligibility' link in the navigation bar is still highlighted with a red dashed box. Below it, the text 'eligibility search' is also highlighted with a red dashed box, followed by the text 'deemed eligible newborn' and 'psychiatric admission'. Below this text is a form titled 'Eligibility Verification Request' with a blue header. The form contains several input fields: 'Medicaid Billing Number', 'SSN', 'Procedure Code', 'Birth Date', 'DOS Date Format' (a dropdown menu showing 'MM/DD/YYYY'), 'From DOS' (with the date '06/24/2022'), and 'To DOS' (with the date '06/24/2022'). At the bottom right of the form are two buttons: 'search' and 'clear'. The 'search' button is highlighted with a red rectangular box.

4. Select “Eligibility Search” from the sub-options. Complete the fields under “Eligibility Verification Request” entering the member’s Medicaid billing number, birthdate, or other identifying information. Then, select “Search” in the bottom of the page.



Checking Member Eligibility: Routed to MITS

Stage 2

WHO: Ohio Medicaid Providers
WHEN: Process effective with Stage 2 – October 1, 2022 of the Next Generation Program

Ohio
Department of Medicaid

Search

ProvidersAccountTrading PartnersEligibilityReports

Eligibility Verification Request

Medicaid Billing Number

SSN

Procedure Code

Birth Date

DOS Date FormatMM/DD/YYYY

From DOS06/24/2022

To DOS06/24/2022

*This information is only valid for 'from date' to end of the month searched.

Please correct the following errors:

Invalid search criteria combination. Search criteria is limited to one of the following: SSN, Birthdate and DOS OR Medicaid Birthdate and DOS.



Ohio
Department of Medicaid

Search

ProvidersAccountTrading PartnersPrior Authorization

eligibility search

deemed eligible newborn

psychiatric admission

Recipient Information

Medicaid Billing Number

Last Name

First Name

Gender

Date of Birth

Date of Death

SSN

County of ResidenceFRANKLIN

County of EligibilityFRANKLIN

County Office http://jfs.ohio.gov/County/County_Directory.pdf

Number Bed Hold Days Used Paid CY

Benefit / Assignment Plan

Benefit / Assignment Plan	Effective Date	End Date	Provider Name	Dental Co-Pay Amount	Vision Co-Pay Amount
Medicaid Schools	06/24/2022	06/30/2022		\$0.00	\$0.00
MROD Targeted Case Mgmt	06/24/2022	06/30/2022		\$0.00	\$0.00
Alcohol and Drug Addiction Services	06/24/2022	06/30/2022		\$0.00	\$0.00
Medicaid	06/24/2022	06/30/2022		\$0.00	\$0.00
Ohio Mental health	06/24/2022	06/30/2022		\$0.00	\$0.00

5. After selecting “Search,” if any required search information is missing, you will receive an on-screen notice detailing which errors to correct. Errors must be corrected before proceeding.

6. If the search criteria return results, the individual has at one time been enrolled in Medicaid. You will receive a search output detailing their member information, their benefits, and effective coverage dates. If you do not receive any search results, try entering different search criteria (i.e. SSN instead of Medicaid Billing Number). If no results are returned, the individual is not enrolled in Medicaid.

